

Job title:	Improved Access Service Assistant Manager
Salary:	£21,282 - £28,612 per annum pro rata
Accountable to:	IAS Service Manager
Location:	Based Here, 4th Floor, 177 Preston Road, Brighton & various locations across East Sussex

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

JOB PURPOSE:

IMPROVED ACCESS SERVICE (IAS) OVERVIEW

Practices work in hubs to provide extended hours GP appointments until 8.30pm Monday to Friday, for six hours on a Saturday (8-2pm) and up to 4 hours on a Sunday. The case mix is routine primary care, pre-bookable at the practices within the module and targeted at people who cannot easily access their GP practice during the week including working people, people who need a carer to accompany them to access the service and school children with working parents.

JOB SUMMARY:

Working as part of a team you will assist the management of the Improved Access Service (IAS) across Sussex to ensure professional operational standards and excellence in patient care and safety are implemented and maintained. This will involve both supporting the service, problem solving issues that arise and implementing solutions but also working to establish the service in the longer term. Critical to the success of the IAS will be the need to engage and work with all practices in the hub to ensure that the service aligns with their needs and that of their registered populations.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Operational Leadership and Performance

To support the IAS Manager to:

- Support the governance and quality arrangement to deliver a high quality, safe, efficient and customer focused service
- To manage all non-clinical aspects of IAS delivery and to ensure the IAS operates effectively
- Work collaboratively to help develop and promote a positive working culture, encouraging staff participation and involvement in developing, improving and promoting the service
- Ensure the implementation and maintenance of efficient administrative processes within the service
- Work collaboratively to develop and improve the IM&T infrastructure supporting the service
- Support with establishing and implementing a robust risk management framework for the service
- Ensure timely and accurate provision of performance information/key performance indicators and completion of metrics in line with reporting requirements and timescales
- Promote the IAS to ensure optimum local uptake
- To be flexible with working hours including weekends and evenings

HR/ Rota Management

- Shared responsibility with the other Assistant Managers for staffing the IAS rotas across East Sussex and for managing the rota fairly and equitably for all interested parties
- Ensuring that any risks to service delivery are escalated to the IAS Manager
- Responsibility for the administration of the recruitment and selection of appropriate staff to the IAS, ensuring that addendums to contracts/contracts of employment are provided to all staff
- Ensure that all staff added to the rota are compliant to statutory requirements and that the service holds the necessary documentation
- Work to ensure appropriate indemnity for clinicians who work within the IAS
- Maintain an effective induction and training programme for all staff added to the rota and checking IT system logons
- Manage communications across the extended team ensuring everyone is kept abreast of developments and changes
- Ensure that staff adhere to the relevant policies, procedures and protocols.
- Ensure that all relevant employment legislation is followed and maintain an awareness of changes in employment legislation

- Line manage a small team of administrators and undertake regular one-to-one meetings and annual appraisals ensuring that Here's HR policies are properly implemented

Engagement with Patients, Internal and External Stakeholders

- Engage with users of the IAS to understand people's experience of the service and to measure levels of satisfaction
- Work collaboratively and effectively with other agencies to improve the service and to meet the needs of the users of the IAS
- Support the Service Complaints Procedure
- Act as the primary point of contact between the IAS as well as the host Practice Managers, IAS Service Manager and Here project team
- Liaise with Practice Managers and their administrative teams to optimise uptake and delivery of the service

Governance & Quality:

- Support the delivery of a safe, high quality and customer facing IAS
- Responsible for incident, complaint and plaudit investigation and reporting for the IAS, ensuring learning is shared within the administrative team
- Support the IAS Manager to provide relevant information/ updates/ monthly reports/ annual reports to internal and external groups as required (Quasar, Here Board, CCG etc)
- Alert line manager and host practice manager to any issues compromising quality of service
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Effectively manage own time, workload and resources

Risk Management:

- Work with the host Practice Managers and IAS Service Manager to align risk management and health and safety policies and procedures
- Support in identifying and implementing potential new ways of working/policies within the IAS.

IM&T:

- Support with Information Governance within the IAS liaising with the host Practice Managers to develop and implement the appropriate policies and procedures
- Develop an understanding of the IM&T supporting the IAS and work with the IM&T leads to identify opportunities for improvement
- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
- Ensure compliance with Data Protection legislation.

Operational Management:

- Responsible for workforce planning on an operational and daily/ weekly basis
- Support for ensuring the IAS has access to all facilities, equipment, consumables and dressings/vaccines to ensure smooth running of the service
- Support with the security of the facilities during operational hours of the IAS
- Work with the host Practice Manager and IAS Service Manager to raise any issues relating to facilities, equipment and consumables in a timely manner
- Support with the day to day running of the service, ensuring that all IAS staff understand how to access timely support and advice and resolve issues quickly

Personal Development:

- Engage in individual performance review embedding the learning/change required
- Responsibility for maintaining a record of own personal and/or professional development
- Responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Confidentiality

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Denise McSween
Date JD agreed:	22.10.2018
Brief description of reason for review (if applicable)	
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